



# Relay Texas

June 2001 - May 2002

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>															
#00	Answer Wait Time		1		4	1	1							7	3%
#01	Dial Out Time	1		1			1					1		4	2%
#02	Didn't Follow Database Inst.		1	3			2							6	2%
#03	Didn't Follow Cust. Instruct.	8	11	6	5	10	5	1			3	1	1	51	19%
#04	Didn't Keep Customer Informed	2			3	3	1				2	2		14	5%
#05	Agent Disconnected Caller	3	3	4	2	2	4	3	5	4	5	3	3	41	15%
#06	Poor Spelling	1		2								2		5	2%
#07	Typing Speed/Accuracy		1		1		2		2	2		3		11	4%
#08	Poor Voice Tone	1	1			1			1			1		5	2%
#09	Everything Relayed		1	1					1	2				5	2%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed	2				1			3	1	2			9	3%
#12	Two-Line VCO Procedure Not F													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described				1									1	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center	1			1									2	1%
#17	Agent Was Rude	6	7	12	5	4	5	2	2	1	4	2	2	52	20%
#18	Problem Answer Machine		2	2		1				1				6	2%
#19	Spanish Service			1		1							1	3	1%
#20	Speech to Speech													0	0%
#21	Other Service Type	6	5	6	4	4	4	1		2	5		6	43	16%
	<b>TOTAL</b>	<b>31</b>	<b>33</b>	<b>38</b>	<b>26</b>	<b>28</b>	<b>25</b>	<b>8</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>15</b>	<b>13</b>	<b>265</b>	
<b>TECHNICAL COMPLAINTS</b>															
#22	Lost Branding		1					1	1					3	7%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up	2	6			1		1	1		2	1		14	34%
#25	Line Disconnected													0	0%
#26	Garbled Message								2				2	4	10%
#27	Database Not Available					1								1	2%
#28	Split Screen			1										1	2%
#29	Other Technical Type	1	2	5	2	3	3	1		1				18	44%
	<b>TOTAL</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>41</b>	
<b>MISC COMPLAINTS</b>															
#30	Rates													0	0%
#31	OSD													0	0%
#32	900 Number Access			1										1	7%
#33	Carrier of Choice	1							1					2	14%
#34	Network Recording	2								1				3	21%
#35	Other Miscellaneous Type		1	2		2		1			1	1		8	57%
	<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>14</b>	
	<b>TOTAL CONTACT</b>	<b>37</b>	<b>43</b>	<b>47</b>	<b>28</b>	<b>35</b>	<b>28</b>	<b>12</b>	<b>19</b>	<b>15</b>	<b>24</b>	<b>17</b>	<b>15</b>	<b>320</b>	